

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Jackson MSC Inc

Kentucky Manufacturing Assistance Center

Jackson MSC, Inc. Achieves ISO Certification with Assistance from KMAC

Client Profile:

Jackson MSC has been an innovator in dishmachines, glasswashers and other warewashing products for commercial and institutional customers for over 80 years. Jackson is part of Manitowoc Foodservice, the global leader in foodservice equipment. The company's Barbourville, Kentucky manufacturing facility produces dishmachines and employs 65 people.

Situation:

To continue its tradition of providing quality innovative products, Jackson MSC decided to pursue ISO 9001:2000 certification. Establishing an ISO quality system would serve as a solid foundation for the facility's continued customer satisfaction and potential future growth. Jackson MSC called upon the Kentucky Manufacturing Assistance Center (KMAC), a NIST MEP network affiliate, for help.

Solution:

The KMAC team, led by a third-party subcontractor, began Jackson MSC's pursuit of an ISO quality system by evaluating the company's current quality system to compare it to the ISO standard. Gaps that existed between the two systems were identified and KMAC's subcontractor guided Jackson personnel in addressing those gaps in ways that were appropriate for the company's operation. KMAC also assisted Jackson personnel in finding a suitable ISO certification body, and conducting a mock assessment to prepare the company for the certification assessment. As a result of KMAC's assistance, Jackson MSC received their ISO 9001:2000 certification.

Results:

- * Achieved ISO 9001:2000 certification.
- * Realized \$20,000 in cost savings.
- * Invested \$250,000 in capital improvements.

Testimonial:

It's difficult to undertake a major project, such as establishing an ISO quality system, while continuing to fulfill all of the normal day-to-day responsibilities of running a manufacturing operation. But, KMAC's team helped us accomplish that feat by providing practical guidance and assistance that was geared to our time schedule. We would definitely recommend KMAC to other Kentucky manufacturers."

Chris Walker, Quality Manager